

**Adult  
Protective  
Services  
Program**





*The Adult Protective  
Services Program  
of the DHSS Division  
of Services for  
Aging and Adults  
with Physical  
Disabilities provides  
social service  
intervention for  
physically or  
mentally impaired  
adults, age eighteen  
and over, who  
are living in the  
community and  
who are subject to  
abuse, neglect  
or exploitation.*

## **What does Adult Protective Services do?**

**I**mpaired adults are often not able to protect themselves against incidents of abuse, neglect or exploitation. Many do not know where to turn for assistance. Others are incapable of seeking help because they are physically dependent, unable to leave their home or use a telephone. Many are simply too embarrassed or frightened to ask for help.

Upon receiving a report, a social worker will contact the individual, assess his/her needs and develop a course of action to resolve the situation.

Referrals can be made anonymously if the individual desires. Confidentiality will be strictly observed.

## **What is elder abuse?**

**T**he mistreatment of an elderly person who is dependent on someone else for basic needs.


Elder abuse may include:

- ☞ Willful infliction of physical pain, injury
- ☞ Willful infliction of mental anguish, psychological injury
- ☞ Financial exploitation
- ☞ Sexual exploitation

## **What are some signs of elder abuse?**

- ☞ Unexplained injuries
- ☞ Sudden changes in mood, attitude or behavior
- ☞ Inadequate care
- ☞ Evidence of unreasonable confinement
- ☞ Unexplained or sudden depletion of financial resources
- ☞ Hesitation to talk openly

## **What can you do to stop elder abuse?**

eport suspected elder abuse to Adult Protective Services. Tell:

- ☞ What happened
- ☞ Who it happened to
- ☞ Where and when it happened

## **What will happen when you call?**

- ☞ Your call will be confidential.
- ☞ A social worker or nurse will investigate the situation.
- ☞ Adult Protective Services will work with the victim as well as the abuser to resolve the problem.



## **What other resources are available through Adult Protective Services?**

- ☞ Caregiver support services
- ☞ Social casework
- ☞ Assistance in obtaining community services
- ☞ Information and referral on legal services
- ☞ Information on financial counseling
- ☞ Referral for medical/psychological assessment

**YOUR CONFIDENTIAL CALL  
CAN HELP STOP  
ELDER ABUSE  
— PLEASE HELP! —**

# **DHSS Division of Services for Aging and Adults with Physical Disabilities**

## **New Castle County**

University Office Plaza  
256 Chapman Road • Suite 200  
Newark, DE 19702  
(302) 453-3820  
(800) 223-9074  
Fax (302) 453-3836

## **Kent/Sussex Counties**

Milford State Service Center  
11-13 Church Avenue • Room 308  
Milford, DE 19963  
(302) 422-1386  
(800) 292-1515  
Fax (302) 422-1346

## **TDD Statewide**

(302) 453-3837  
(800) 964-0303



**DELAWARE HEALTH  
AND SOCIAL SERVICES**

**DIVISION OF SERVICES FOR AGING AND  
ADULTS WITH PHYSICAL DISABILITIES**